

Town of Natick Job Description

Position Title:	Director of Community Services	Grade Level:	5
Department	Community Services	FLSA Status	Exempt
Reports to:	Town Administrator		

Statement of Duties: This position is responsible for the supervision, administration, coordination, and execution of all programs, services and special events developed and implemented by the three departmental divisions: Council on Aging/Human Services, Recreation and Parks, and Veterans Services. Provides and oversees a visionary and holistic approach to programming to an array of Town-wide community social, educational, supportive and recreational services and programs to the citizens of Natick, designed to meet the needs of an appeal to a diverse and spirited citizenry. Serves as a liaison between the Community Services Department and other local and state governmental agencies, private sector providers and citizen boards.

Develops work programs, coordinates the work of the division, advises division supervisors on all policies and procedures affecting the department and standards relating to the delivery of programs and services.

Performs highly responsible work of a complex nature, requiring the exercise of independent judgment in overseeing and coordinating community service programs to citizens of the Town. The work involved employs many different concepts, theories, principles, techniques and practices related to an administrative field.

Supervision Required: Works under the administrative direction of the Town Administrator. Work is performed based on administrative or organizational policies, including legislation, directives, and adopted best practice.

Supervisory Responsibility: Has supervisory responsibility, both direct and indirect, of all staff of the Department of Community Services through the Division Heads of Recreation and Parks, Council on Aging and Human Services, and Veterans' Services. Supervision includes any and all disciplinary action in conjunction with the Director of Personnel and/or Town Administrator.

Accountability: This position is highly accountable and incorrect actions or misjudgment would typically result in monetary loss, missed deadlines, potential injury, as well as legal repercussions, and adverse public relations.

Judgment: Work is performed based on administrative or organizational policies, general principals, legislation, or directives that pertain to a specific department or functional area. Extensive judgment and ingenuity are required to develop new or adapt existing methods and approaches for accomplishing objectives or to deal with new or unusual requirements within the limits of the guidelines or policies. The employee is recognized as the department or functional

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area's authority in interpreting the guidelines, in determining how they should be applied and in developing operating policies.

Complexity: Work consists of the practical application of a variety of concepts, practices, and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact finding techniques; or determining the methods to accomplish the work.

Confidentiality: Individual judgment and the application of professional knowledge and experience are required in selecting the appropriate practices, procedures, regulations, or guidelines to apply in each case.

Work Environment:

- Work is performed mostly within an office environment with typical interruptions from both internal and external customers. This position also requires occasional outdoor work and travel to evaluate programs being held at other facilities subject to outdoor climate and driving conditions. Required to work beyond normal business hours to attend meetings as required, and to observe and occasional assist with set-up of programs and activities offered at various times throughout the week including days, nights, and weekends.
- Operates automobile; regularly operates computers and peripherals, and other standard office equipment.
- Makes frequent contacts with Town departments, local and state officials, boards, committees, outside vendors and social service agencies, and the general public.
- Works with a myriad of confidential matters from employee files, client service records, veterans' records, and budgets.
- Errors in judgment could have continuing adverse effect on the Town's ability to deliver services to recipients, have significant legal ramifications, and cause adverse public relations.

Nature and Purpose of Contacts: Position interacts with co-workers, the public and external contacts such as vendors, bankers, attorneys, or other professionals to explain or interpret procedures or guidelines, plan or coordinate work, or resolve problems. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile or

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uncooperative persons. Employee may furnish news media with routine information such as meeting agendas or departmental procedures.

Occupational Risks: Duties generally do not present occupational risk. However, if an employee fails to properly follow safety precautions and procedures, it could result in a minor injury.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Effectively collaborates with the appropriate State, local and private agencies to ensure the maximization of resources available to the Town.
- Ensures effective collaboration and communication among the Divisions so as to enhance service delivery to constituents of all ages.
- Establishes and enhances relationships with agencies and organizations to best meet and exceed the needs of the community without duplication of efforts.
- Oversees the scheduling of rooms and facilities at the Community Center to ensure the effective delivery of the department's programs and service.
- Develops and implements a fee schedule and facility policies, and oversees overall scheduling necessary to accommodate outside groups seeking to rent space.
- Oversees and ensures the timely preparation and maintenance of records, reports, such as budgets, training materials, personnel records, employee reviews, etc.
- Oversees and supervises the activities of professional and technical staff members and volunteers.
- Assists in the evaluation of the work, staff, and volunteers in order to ensure that programs are of appropriate quality and that resources are used effectively.
- Oversees and establishes administrative procedures to meet in a timely manner the objectives established by Boards, Commissions, and Town Administration.
- Participates in the determination of organizational policies regarding such issues as participant eligibility, program requirements, and program benefits ensuring participant confidentiality.

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- Researches, analyzes, and evaluates citizen and community needs to enhance program direction and objectives.
- Addresses community groups and Boards on a regularly scheduled basis including both local and regional to expound upon purpose, policies and programs affecting the various constituent shareholders.
- Oversees and ensures compliance and fairness in the recruitment, selection and training of all staff and volunteers.
- Responsible for timely submission of all budgets necessary for the administration of all support services, equipment and programming.
- Represents the Town at both local, regional, State and private organizations as well as all media relations.
- Analyzes and advises on all proposed legislation, regulations and/or rule changes which would determine how department services and programming would be impacted.
- Acts as liaison to department staff and other community organizations regarding programming interpretation, as related to federal, state, and local regulations affecting participants. Performs similar or related work as required.

Recommended Minimum Qualifications:

Education and Experience: or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- Bachelor's degree in public administration, social service or recreational services; a minimum of seven (7) years of supervisory experience in related field; master's degree in a related field is desired; or any equivalent combination of education, training and experience.
- Possession of a valid motor vehicle operator's license

Knowledge, Abilities and Skill

Knowledge:

- Working knowledge of all applicable Federal and State laws and regulations, Town By-Laws and regulations, pertinent to department activity.

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- Knowledge of the principles and practices of community service program management, including all aspects of planning, implementation, and evaluation of programs.

Abilities:

- Ability to prepare annual budgets.
- Ability to speak and write effectively.
- Ability to establish and maintain effective working relationships with Town employees, board/committee members, officials and the general public.
- Ability to deal appropriately and effectively with the general public, the media, town officials, committees and boards, state and federal agencies, and the business community.

Skill:

- Excellent customer service skills.
- Excellent computer skills in Word, Excel, PowerPoint.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills:

- Physical demands are in the nature of moving about constantly both within the community and in the Commonwealth to carry out Town business.
- May use computer keyboard at a moderate speed.
- Certain tasks require lifting print and other materials, office equipment and supplies weighing up to 10 pounds and being able to carry a reasonable quantity of materials from places where they are stored to places where they may be used.
- Ability to operate a motor vehicle.

Motor Skills:

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- Duties may involve close hand-eye coordination and physical dexterity.

Visual Skills:

- Ability to read, see, and differentiate between colors.

This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.